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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

F. No. 47-178/2016-PHT

Dated: - 06.01.2017

To ,

The Chief General Managers,  
All Telecom Circles/ Metro Districts.

Sub :- Rebate in rental for prolonged interruption in local telephone service,  
leased lines and junction lines of EPABXs/PBXs.

The instructions issued vide letter No. 2-29/89-PHA dated 23.11.2006, from PHA Section of corporate office on the above mentioned subject matter, have been reviewed in this office. In this regard, kindly refer to this office letter of even number dated 14.12.2016 on the subject matter (copy enclosed for ready reference). In continuation to this letter, it has been decided by the competent authority that the rental rebate to the subscriber is to be allowed in following manner :-

1. Rental rebate for faulty period may not be allowed to the subscriber if services are affected due to subscriber reason.
2. Rental rebate for faulty period may be given to the subscriber if the services are affected due to BSNL reason. The same to be allowed only when the subscriber written request is received in this regard.
3. Rebate to be given with the approval of area DGM concerned.
4. Automatic rent rebate may not be given.
5. If the rent rebate cases of a particular area are continuously received, then accountability needs to be fixed.

Other instructions of the letter dated 23.11.2006 will remain the same.  
This is for your kind information and necessary action please.

*P.K.Sharma*  
09/01/17

(P.K.Sharma)  
DGM (NWO-I-CFA)

Copy to :- 1. GM (Admin), BSNL CO, New Delhi for information please.  
2. GM (IT-CFA), BSNL CO, New Delhi for Information and  
necessary action please.

Sr. GM (NWO)-CFA.  
BSNL Corporate Office,  
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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 7-3/2016(PHM)

Dated: 13.12.2016

To

14

All Chief General Manager  
Telecom Circle/Telecom District  
BSNL

**Sub: Rebate in rental for prolonged interruption in local telephone service, leased lines and junction lines of EPABXs/PBXs.**

Kindly refer BSNL CO. New Delhi, PHA section letter no 2-29/89-PHA dated 23.11.2006 on the above mentioned subject. (Copy enclosed for ready reference).

In this regard, it is intimated that the rebate should be given only after receiving the specific request from the subscriber. The rebate should be given only when the fault is due to BSNL reasons. The rebate should be given only after approval of the area DGM.

No rebate is to be granted for the services becoming faulty due to subscriber reasons.

This is issued with the approval of Competent Authority.

*P.K. Sharma*  
14/12/16  
(P.K.Sharma)  
DGM (NWO-I)-CFA

Copy to : GM (Admn), BSNL CO. New Delhi for information please.